

Outpatient Clinic Case Study: Digital Waitlist Audit Pathway Reduces Outpatient Waitlist by 12%

Summary:

Waitlist audits are an essential component to ensuring patients get access to the care they need within the recommended clinical guidelines based on their level of acuity.

However, growing waitlists and relying on paper letters and phone calls provides limited visibility to patients' status, their level of acuity or whether they still need an appointment.




Central Adelaide Local Health Network (CALHN) Outpatient Department manages over 20,000 patients annually on waitlists and 2,000 letters being sent monthly.

The Experience:

Patients are invited to the pathway utilising Healthcare Logic's SystemView export waitlist function.

Invited patients receive a digital notification prompting them to login to their digital patient pathway that asks them to confirm whether they still require an appointment, and if not, the reason for removal.

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-  Reduced outpatient waitlist by 12%
-  Decreased time spent by administrative staff across all specialties managing patient answers to the audit letter
-  Improved the patient experience

"Within 3 weeks, the digital waitlist audit pathway resulted in the removal of 12.7% of the registered patients on the waitlist that stated they no longer required specialist care."

Ashleigh Wilhelm-Plumley
Outpatients Central
Royal Adelaide Hospital



Digital Waitlist Audit Pathway free's up valuable resources

Auditing the waitlist requires sending thousands of letters to patients and manually triaging the responses by the Outpatient administrative staff. The entire process is resource intensive and costly in a climate of workforce shortages and long delays in care.

To overcome this, CALHN has developed a Digital Waitlist Audit Pathway based on the existing process via the Personify Care and Healthcare Logic platform's to:

- Save up to 2,000 Reply-Paid letters sent per month across all Outpatient specialties at The Queen Elizabeth Hospital and Royal Adelaide Hospital
- Decrease time spent by administrative staff across all specialties managing patient answers to the audit letter
- Improve the patient experience by allowing them to answer their audit survey digitally, rather than by manually responding and sending back by post.

“Within 3 weeks, the digital waitlist audit pathway received over 65% response rate, resulting in the removal of 12.7% of the registered patients on the waitlist that stated they no longer required specialist care.

Patients are automatically triaged and specialist units are given a list of patients to be removed from their waitlist.

Patients benefit from an improved experience.”

Ashleigh Wilhelm-Plumley
Outpatients Central
Royal Adelaide Hospital

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